

LINK

CapTel™ Newest VCO, Offers Natural Conversation, Speed, and Clarity

FTRI is excited to take this opportunity to share with you the latest in VCO Technology, the *CapTel*™ phone. *CapTel* is a telephone that allows you to listen to the other person and receive written word-for-word captions of everything the caller says nearly simultaneously. *CapTel* calls are intended to be natural back-and-forth conversations. Unlike conventional relay calls, during *CapTel* calls dialogue occurs only between the caller and the person they dialed.

Behind the scenes, a specially-trained operator at the captioning service transcribes everything that the other party says into written text, using the very latest in voice-recognition technology. The captionist is never heard during the call. You and the person with whom you are speaking may interrupt each other, and if you are able to understand what was said, you may reply without waiting for all the captions to appear.

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About The Florida Link

The Florida Link is FTRI's newsletter—your source for news and information for your telephone equipment and the Florida Relay Services. This newsletter is mailed to all Relay Friendly Businesses, FTRI Community Partners and clients. Should you have a change of address or equipment needs, please call FTRI Monday–Friday, 8:30 a.m.–5:00 p.m.

FTRI Customer Service: 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY)

CAPTEL FEATURES

1. **Captioning Button:** The captioning function on *CapTel* phones is set to the off position. To make a captioned call, simply press the captioning button before picking up the phone then directly dial the number you are calling.
2. **Adjusting the Sound:** To increase the overall volume of the person's voice coming through the handset, move the VOLUME slide control located on the back-right side of the phone until the volume is at a comfortable level.
3. **Volume Boost:** For an additional boost (up to a maximum gain of 35 dB), press the VOL button and the red light comes on. This volume boost automatically turns off when you hang up the handset.
4. **Reviewing Captions:** To review captions after a phone call, press the MENU button. The words REVIEW CAPTIONS will appear. Simply scroll up and down through the captions. Press the button NEXT to return to new captions. *CapTel* will save up to 500 lines of text.
5. **Signal Meter:** Appears on the display during the call to indicate that sound is coming through the handset, even if the sound is not loud enough for you to hear. The size of the meter expands and contracts with the volume of the sound.
6. **Outgoing Volume Meter:** When you speak, this meter lights up to indicate how loudly you are speaking.
7. **Adjusting the Conversation Tone:** Move the TONE slide control to experience tone changes while the other person is talking. Move the slide up to hear high frequency sounds. Move the slide down to hear low frequencies better.



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NOTE: All captions automatically erase once you hang up the handset unless you chose the “Save Captions” menu selection.

1820 E. Park Ave., Suite 101
Tallahassee, FL 32301

<http://www.ftri.org>

There are many benefits to the *CapTel* phone. First and foremost, *CapTel* conversations are fast, accurate and all incoming voice and sounds are audible to both callers. Another advantage to the *CapTel* is that it does many things automatically for the user, including connecting to the Captioning Service. When dialing out to a standard line, there is no call set up. Simply press the caption button, pick up the phone, and dial the phone number directly. Additionally, the *CapTel* sends and receives non-captioned calls on one line, so it can be easily used by both hearing and hard of hearing individuals.

To qualify for a *CapTel* phone, an individual must be profoundly hard of hearing and able to speak intelligibly. He or she must also have access to a standard analog telephone line. For office use, make sure you are using an analog port. **DO NOT** plug the *CapTel* into a digital line or it will damage the phone. To find out if you qualify for *CapTel* equipment, contact the Regional Distribution Center closest to you or call FTRI's main office at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY).

PLACING CALLS

CapTel to Standard Line Call

1. Verify the caption feature is on by pressing the CAPTION button.
2. Pick up the handset.
3. Dial the number of the person you are calling and after a few seconds you will see WAITING FOR CAPTIONS, letting you know that the captioning service is connecting.
4. There is a short pause while the captioning service connects

- to your *CapTel* phone. Once connected, the Captioning Service automatically dials the person you are calling.
5. You may begin speaking as soon as you hear them answer or see the signal meter flicker.

NOTE: If the captions feature is off when you dial, the captioning service will not connect and you will not receive captions. You cannot turn on captions manually in the middle of a call. You must hang up, turn on the captions feature and dial the call again.

Answering a Call with Captions:

1. When the *CapTel* phone rings, the display lights up and the written text RING appears on the display.
2. Pick up the handset. If the call is coming through the Captioning Service, there is a pause while the service connects to your *CapTel* phone. The red light over the CAPTION button turns on. During the pause, the caller hears a recorded message that says, "Please hold. The caller will be with you shortly."
3. You may begin speaking as soon as you see the call has connected.

CapTel to CapTel Calls

1. Call the *CapTel* Service directly (1-877-243-2823)
2. You will get a captioned recording asking you to enter the number you wish to dial with the area code first, followed by the # key.
3. Enter the other *CapTel* user's phone number and wait for the call to connect.

Standard Calls

1. To place a call without captions, make sure the CAPTION feature is off.
2. Dial the number of the person you are calling.
3. To answer a call without captions, simply pick up the phone and speak.

QUESTIONS

If you have questions or need further information, call or email the *CapTel* Customer Service Representative at

1-888-269-7477 (Voice/CapTel)

1-800-482-2424 (TTY)

Email: captel@ultratec.com

Important CapTel Numbers:

Toll-free Captioning Service Voice Numbers:

**Captioning Service:
1-877-243-2823**

For Spanish to Spanish Captions: 1-866-217-3362

**International Access
(from outside the country):
(608) 204-2770**

CapTel Keyboard DO NOT TOUCH

There is a small keyboard hidden in the *CapTel* phones. THIS IS NOT A TTY. This keyboard is used by the manufacturer only, for trouble shooting. We suggest that if you have small children, you keep the phone out of reach or secure the panel so the keypad cannot be accessed.

FTRI Opens Two New Regional Distribution Centers

Florida residents in Gainesville and Tamarac now have a place to go to receive FTRI services. In 2005, the North Central Florida Center for Independent Living in Gainesville and the Center for Independent Living in Broward County have now begun providing FTRI equipment and services. These Centers have specialized telephones and ring signaling devices on-site to serve your needs. Their staff is equipped to assist you with equipment distribution, maintenance, training, outreach presentations, and instruction on how to use the Florida Relay. All FTRI and Florida Relay services are provided at **no charge**. For more information, call the FTRI office at 800-222-3448 (Voice) or 888-447-5620 (TTY).

Gainesville

222 SW 36th Terrace
Gainesville, FL 32607
352-378-7474 (V)
352-372-3443 (TTY)

Tamarac

8857 West McNabb Road
Tamarac, FL 33321
954-722-6400 (V)
954-722-8353 (TTY)

Sprint Continues as Florida Relay Service Provider

Through a new three-year contract awarded by the Florida Public Service Commission, Sprint will continue to provide Relay Services to Florida residents who are Deaf, Hard of Hearing, Deaf/Blind or Speech-Impaired. Sprint currently delivers approximately 750,000 minutes of Relay Service each month for Florida.

Florida Relay is accessible throughout Florida by dialing 711 or one of several toll-free numbers. Florida citizens who are Deaf, Hard of Hearing, Deaf/Blind or Speech-Impaired will continue to receive seamless communication with hearing persons on the phone through traditional relay services which involves a relay operator serving as an intermediary for phone calls between a Deaf user and a hearing party.

Through the new contract, effective June 1, a one-year trial of Relay Conference Captioning (RCC) will be available. RCC,

developed by Caption Colorado, is a service that combines real-time captioning and standard relay service to provide relay conference captioning calls for Deaf and Hard-of-Hearing individuals. By using an Internet Text Streaming platform supported by skilled captioners, RCC provides highly accurate real-time captioned text for any live conference call.

In June 2005, Sprint will open a new relay service center in Jacksonville, dedicated solely to Sprint Relay traffic in Florida. The new center will employ approximately 160 individuals who will serve as communication assistants. Sprint also will employ an account manager dedicated to serving and educating the Florida community about Relay Services.

Since March 2004, *CapTel* Relay Service (Captioned Telephone), developed by Ultratec, Inc., has been available for those who are Hard of Hearing, have experienced hearing loss later in life, or Deaf individuals with good vocalization skills. *CapTel* allows nearly simultaneous voice and text captioning via a special, *CapTel*-equipped phone using a standard telephone line. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while listening to the other party's voice. See the cover for more information about *CapTel*.



Toll-free Access Numbers



Dial 711 to use the Relay anywhere or continue using

1-800-955-8770 (Voice) • 1-800-955-8771 (TTY)
1-877-955-8260 (VCO) • 1-877-955-5334 (STS)
1-800-955-1339 (ASCII) • 1-877-955-8773 (Spanish)
1-877-955-8707 (French Creole) 8–2 a.m. daily

Relay Customer Service 1-800-676-3777 (English)
1-800-676-4290 (Spanish)

Business Owners...

Don't Hang Up! Do Business!

Become a Relay Friendly “business partner” today at **no cost** to your business or organization! Through this win-win collaboration you can train your employees to handle a Florida Relay call in as little as eight minutes and potentially increase your customer base by 1.6 million!

Florida’s nearly 1.6 million Deaf and Hard of Hearing residents experience frustration when businesses do not know how to use the Florida Relay. FTRI will provide you a “Relay Friendly” training kit to educate your employees at **no cost** to you! In turn, you will be listed on FTRI’s website and receive a Florida Relay decal and certificate to hang on the door or window of your business. This lets your customers know that you are a Relay Friendly business, and they can convey that information to their friends and relatives who use the Florida Relay Service. Finally, you will receive a press release to announce to your community that you are Relay friendly.

We encourage all Relay users to let FTRI know the businesses in your community that you frequent or businesses you would

like to communicate with through the Florida Relay service. We will contact them about becoming business partners. If you know of such a business, call us at 1-888-292-1950 ext 232 (Voice), 1-888-447-5620 (TTY) or email us at ccort@ftri.org and provide the name of the business, its location, and the phone number so we can contact them.



Cut this section out and place it near your phone.

Dial 711 to call out on the Florida Relay Service.

Say **Go Ahead** or **GA** when you are finished speaking so that the other person knows its their turn to speak.

Say **Stop Keying** or **SK** to hang up.

Please see the list on page 5 and the back cover for our new Florida Relay Business Partners.

OUTREACH

Partners in Action . . .

- Alachua**
- Suwannee River Area Health Education Center
- Aventura**
- Equitable Mortgage Assoc., Inc.
- Belleair Bluffs**
- Beans About Cooking
- Boca Raton**
- BeautiControl
 - Florida Atlantic University - Audiology Clinic
 - Raymond James & Assoc.
 - Regions Mortgage
 - The Beacon Group, Inc.
- Bonita Springs**
- Source Interlink Companies
- Boynton Beach**
- Hibiscus Travel
 - Mature Resources
- Bradenton**
- Bradenton Insurance
 - Carlton Creations
 - Children's Memorial Gardens
 - Deaf Friendly Travel
 - Doctors Hearing Center
- Brandon**
- Brandon Regional Library
 - Keller Williams Realty
- Bronson**
- One Stop Workforce Connection
- Bryceville**
- Life Shadows Enterprises
- Cantonment**
- Cantonment Center-Congregate Meal Site
- Cape Coral**
- Beltone Hearing Care Centers
- Century**
- Byrneville Community Center-Congregate Meal Site
 - Senior Center-congregate Meal Site
- Clearwater**
- Beans About Cooking
 - Blossom Montessori School for the Deaf Clearwater
 - Clearwater Beltone Hearing Care Center
 - Foxbridge on the Bay
 - Jenn Beaver, Beauty Consultant
 - MacFarlane, Ferguson and McMullen
 - Mattress Giant Surgical Associates of West Florida
 - Moe's Southwest Grill
 - Morgan Stanley
 - Mother and Child Care of Clearwater
 - Panera Bread
 - St. Petersburg College - SLIP
- Cocoa**
- American Precision Metalworks, Inc.
 - Cocoa Napa Auto Parts
 - Davies, Houser & Secrest, CPA
 - Q & C, Inc.
- Coconut Creek**
- HearMax USA
 - Homewood Residence
 - Senior Summer School
- Cooper City**
- Cooper City Church of God
- Coral Gables**
- Coral Gables Fire Department
 - District 6990 Rotary Elder Program, Inc.
- Coral Springs**
- A Move Made Easy, Inc.
 - Creative Memories
 - EGLE Valet Cleaners
 - Park Summit
- Crawfordville**
- Curves
 - Residential Elevators
- Crescent City**
- Reiter Insurance Agency, Inc.
- Crestview**
- Professional Hearing Center and Advanced Audiology, Inc.
- Crystal River**
- Dan Gardner, Inc.
 - One Stop Workforce Connection
- Davie**
- Eddie's Collision Experts
 - Enviro-Tech Pest Control
 - Karing Consultants, Inc.
- Deerfield Beach**
- Deerfield Hearing Center
 - HearMax USA
 - Horizon Club
 - Meadows Travel Club-Meadows of Crystal Lake
- Delray Beach**
- Esterman Eye Institute
 - Hearing Partners of South Florida
- Doral**
- Miami Dade Fire Rescue
- Dunedin**
- Food With Care, Inc.
- Dunnellon**
- Stevens Roofing, Inc.
- Englewood**
- Sarasota County Library System
- Estero**
- College of Life Foundation, Inc.
- Eustis**
- Aardvark Forms
 - Bay Pharmacy
 - Eustis Flower Shop
 - Java Joe's Coffeehouse
 - John Roberts Realty and Appraisal Services
 - Lake Pharmacy
 - Merry Jewelers
 - My Father's Bread
 - Peaches Clothing
 - Peddler's Wagon
 - Porter's Photo and Gifts
 - Pure Essence Full Service
 - Southern Respiratory
 - Strawberry's Ice Cream
- Fernandina Beach**
- Worksource
- Fort Lauderdale**
- 2-1-1 / First Call for Help
 - Ankod, Inc. - Home Health
 - Better Hearing-World of Sounds
 - Broward County Property Appraiser
 - Broward Grandparents
 - Broward Regional Health Planning Council/OCA
 - Comfort Keepers
 - Coral Shores Realty
 - Dept. of Children & Families - Dist. 10
 - Enkod Home Health Care
 - First at RN Care Management
 - Graham A. Gerald, Architect
 - Holy Cross Hospital
 - Ike's Auto Parts & Service
 - Janney Montgomery Scott
 - Loring N. Spolter, PA
 - Mary Kay
 - Mortgage Approval Service
 - New Mt. Olive Baptist Church
 - North Broward Hospital District 7th Avenue Family Health Center
 - Nova Southeastern University
 - One Community Partnership
 - Paralyzed Veterans Association of FL, Inc.
 - Pierson Grant Public Relations
 - Senior Escort Travel
 - SunTrust Bank
 - Tasters Guild International
 - The Eldercare Connection
 - United Cerebral Palsy
- Fort Myers**
- Center for Independent Living
 - City of Fort Myers
 - Colonial Bank
 - DJC Insurance and Financial Services
 - Ear-Tronics
 - Earth Mark Companies
 - Families First of Southwest Florida
 - Fifth Third Bank
 - Fowler, White, Boggs, & Banker, P.A.
 - Goodman Automotive Enterprises-Satum of Fort Myers/Naples
 - Hearing Care Center
 - Hope Hospice
 - Ironstone Bank
 - Lamar Advertising
- Lee Memorial Cemetery & Funeral Home
 - Schultz Chaipeal and Company
 - State of Florida Lee County Judge
 - The Bonita Bay Group
 - Worthington Communities
 - Wright Construction Corporation
- Fort Pierce**
- Aycock Funeral Homes
 - Bethany Court Apartments
 - Council on Aging of St. Lucie, Inc.
- Fort Walton Beach**
- Home Instead Senior Care
- Gainesville**
- Center for Independent Living of North Central Florida
 - Comfort Keepers
 - County Attorney's Office
 - Florida Institute for Workforce Innovation
 - Joseph D. Sparks, MA, Inc.
 - Santa Fe Community College - Disabilities Resource Center
 - Shands Rahab Hospital
 - University of Florida/DSO/DR
- Gulf Breeze**
- Edward D. Jones Co.
- Gulfport**
- Wishing Well Retirement Inn
- Hawthorne**
- 911 Patch Center
- Hialeah**
- Flamingo Center/EOFHC
 - Kathy's Living Facility, ALF II
 - Manos Internacional
 - Mimmac Ministry
 - Telemundo Network
- Hobe Sound**
- Auditory - Verbal Center
- Hollywood**
- Hispanic Unity of Florida
 - Memorial Regional Hospital
 - Next Level Lawn Service
 - SCORE #235
 - Seminole Tribe of Florida
- Homestead**
- South Florida Workforce/Florida City Satellite Center
 - South Florida Workforce/Florida City Youth Oppt. Center
- Hudson**
- American Red Cross
 - Bethlehem Housing
 - Curves
 - Dex Imaging, Inc.
 - Indian Harbor Beach
 - Miss B's Beauty Parlor
- Indianatown**
- Deaf Communication Specialists, Inc.
- Inverness**
- Cridland & Cridland PA-GMAC Real Estate
 - One Stop Workforce Connection Withlacoochee
 - Rhonda Portwood
- Jacksonville**
- Carrington Madison Mead P.A.
 - Comforcare Senior Services
 - Diabetic Services and Supplies, Inc.
 - DuraMed Mobility of FL., Inc
 - First Coast Podiatry
 - Florida Registry of Interpreters for the Deaf
 - Gilliom Audiology, P.A.
 - Nancy N. Green, Au.D.
 - Worksource
- Jensen Beach**
- Jensen Beach Waterfront Inn
 - Sorenson Media, Inc.
- Juno Beach**
- Source Finders
- Jupiter**
- Tim Gift Shop
- Kissimmee**
- American Sign Language Services, Inc.
 - Simplex Auto Glass
 - The Home Team at Watson Realty Corp.
- Lady Lake**
- Beltone
 - Florida Florist of Lady Lake
- Lake Mary**
- AAA National Office
 - Central Florida Ear, Nose & Throat Specialists
- Lake Monroe**
- Central Florida Zoo
- Lake Worth**
- HCR - Manor Care
 - Southern Homecare
- Lakeland**
- ABC Coffee, Inc.
 - Morgan Electric Company, LLC
 - Thomas Delivery & Installation
 - Vision Plumbing & Mechanical
- Land O' Lakes**
- Elderly Nutrition Division
 - Land O' Lakes High School
- Lantana**
- Transitions Team
- Largo**
- AMSEM-1, Inc.
 - Bardmoor Family Care
 - Bardmoor Outpatient Center
 - Community Health Centers at Largo
 - MagnetsByAla
 - Sandy's Embroidery
 - Surgical Associates of West Florida - Largo
- Lauderdale Lakes**
- Abilities of Florida
 - Lutheran Services Florida
 - St. Joseph Towers
- Lauderhill**
- Academy Chiropractic
 - Broward Meals on Wheels
 - Life Care Center at Inverrary
 - West Broward Family Empowerment Center
 - YOD Corp dba My Family Place
- Lecanto**
- Toner Patrol
- Leesburg**
- Aaron's Sales & Lease
 - Advanced Auto Service, Inc.
 - Blooming Daisy Maternigy Boutique
 - Bosanquet Florist
 - Colortyme Rentals
 - Dominos Pizza #5149
 - Florida Tire
 - Fran's Antiques & Fine Furniture
 - GNC (Palm Plaza)
 - Grace's Books & Records
 - Hall's Flower & Gift Shop, Inc.
 - Kukes Consignment
 - Lake Ear, Nose & Throat
 - Leesburg Flower Shop
 - Miss Daisy's Flowers & Gifts
 - Mr. Mobility
 - Off The Wall Fine Art & Angiques
 - Simon Seed, Farm & Garden
 - STAR Security, LLC
 - The Way Café
- MacClenny**
- Worksource
- Margate**
- Toastmasters Achievers Club
- Marianna**
- Jackson County Senior Center
- Melbourne**
- Atlantic Shores Nursing & Rehab Center
 - Best Bets Travel
 - Carnegie Gardens
 - Ear Care, PA
 - National Hearing Center, Inc.
 - Nurse World
 - State Farm Insurance Agency - Melbourne Field Office
 - Vic Osman Lincoln Mercury, Inc.
- Merritt Island**
- Brevard Medical Equipment
 - Ear Care, PA
 - Kevin's Billiard Supply
- Miami**
- AARP/Senior Community Service Employment
 - ADT Security Systems, Inc.
 - Barbie's Craft and More...
 - Catholic Charities Services for the Elderly
 - Center for Independent Living of South Florida
 - Charlemax Realtors
 - Charles R. Drew Elementary
 - C.O.P.E. Center North
 - Deaf and Hard of Hearing Program at UM/Jackson Memorial Hospital
 - Edgewater Youth Opportunity
 - Family Health Center North/EOFHC
 - Felix J. Gonzalez, M.D.
 - Florida International University
 - Golden Care Foundation
 - Great Capital Realtors
 - International Deaf & Hearing Impaired Destiny
 - James E. Scott/EOFHC
 - Jefferson Reaves House Women's Residential
 - Jessie Trice Center for Community Health/EOFHC
 - Legal Services of Greater Miami, Inc.
 - Lillie C. Evans Elementary
 - MAC Town, Inc.
 - Masada Home Care
 - MetLife Financial Services
 - Metro Dade Firefighters, Local 1403
 - Miami Dade County Home Care Program
 - Miami-Dade County Public Schools
 - Miami Dade Retired & Senior Volunteer Program
 - Miami Sundown Rotary
 - Norland Triplex Schools
 - North Shore Women's Center/EOFHC
 - Palmer House
 - Poinciana Park Elementary
 - Project Good Help
 - Psych Care
 - Robert Biggins
 - Seymour Gelber, ADC
 - Silent Communications, Inc.
 - South Dade Medical Associates
 - South Florida Workforce - Coral City One-Stop Career Center
 - South Florida Workforce - Little Havana One-Stop Career Center
 - South Florida Workforce - Miami Downtown One-Stop Career Center
 - South Florida Workforce - North Miami Beach Annex
 - The Audiology and Vestibular Center at Kendall, Inc
 - United Health Care
 - United Home Care Services
 - University of Miami Ear Institute
 - WLYF, LITE - FM
- Miami Beach**
- South Florida Workforce - Miami Beach One-Stop Career Center
- Miramar**
- City of Miramar - Social Services Department
 - Dr. Ted Berger, DC
 - Family Care Nurse Registry, Inc.
 - MLS Realty
 - Mortgage Funding Solutions
- Mount Dora**
- National Deaf Academy
- New Port Richey**
- AA Iannaccone Electrical
 - Curves
 - Dr. Donald I. Cadle, Jr.
 - Heavenly Hands
 - Home Instead Senior Care
 - Law Offices of J.T. Altman
 - Mov-N-On Hair Design
 - Pro Touch
 - Queen Nails
 - Sea of Learning Preschool & Child Care
 - Waller, Mitchell & Barnett-Attorneys at Law
- North Lauderdale**
- Multiple Income Solutions

At No Charge ...

Remember, FTRI telephone equipment and services are provided to qualified Florida residents with a hearing loss or speech-impairment at **no charge**. The equipment and services are funded by a surcharge applied to each telephone subscriber who lives in Florida. These funds are used to provide equipment, training and other related services as well as the Florida Relay.

Florida Telecommunications Relay, Inc. (FTRI)

FTRI, incorporated in 1991 as a private not-for-profit organization, has been distributing specialized telephone equipment for the past 14 years in the state of Florida. Over 330,000 individuals are now utilizing FTRI telephone equipment and its services everyday. Since FTRI is headquartered in Tallahassee we contract with other not-for-profit agencies throughout the state to better serve you. Check the box on the right for an agency near you.

RDC Provider List

Anyone wishing to receive equipment, training, maintenance (replace broken equipment), exchange one type of equipment for another, or return equipment may visit one of these agencies listed in the next column or simply call the FTRI office at 800-222-3448 (V) or 888-447-5620 (TTY), and we will gladly assist you. If you reside in or near the Tallahassee area you may visit the FTRI office located at 1820 E. Park Avenue, Suite 101, Monday – Friday, from 8:30 a.m. to 5:00 p.m. You may also visit us on our website at www.ftri.org.

So, be a friend and share this information with someone you know that might need an FTRI telephone today.

RDC Provider List

AGENCY	TELEPHONE NUMBERS
Bradenton	941-758-2539 (V/TTY)
Cocoa Beach	321-784-2010 (V) 321-784-8777 (TTY)
Crystal River	800-801-0416 (V) 352-795-7243 (TTY)
Daytona Beach	386-257-1700 (V) 386-257-3600 (TTY)
Fort Myers	239-461-0334 (V) 239-461-0438 (TTY)
Gainesville	352-378-7474 (V) 352-372-3443 (TTY)
Jacksonville	888-427-4313 (V) 904-398-6322 (TTY)
Lakeland	863-686-3189 (V/TTY)
Leesburg	352-323-0757 (V) 352-323-9106 (TTY)
Miami	305-560-2866 (V/TTY)
Oakland Park	954-731-7200 (V) 954-731-7208 (TTY)
Port Charlotte	888-878-8477 (V) 941-743-9286 (TTY)
Pensacola	850-433-7128 (V/TTY)
Port Richey	727-853-1010 (V) 727-853-1014 (TTY)
Port St. Lucie	772-335-5546 (V) 772-335-9966 (TTY)
Seminole	727-399-9983 (V) 727-399-9422 (TTY)
Tallahassee	800-222-3448 (V) 888-447-5620 (TTY)
Tamarac	954-722-6400 (V) 954-722-8353 (TTY)
West Palm Beach	561-802-3353 (V/TTY)
Winter Park	407-623-1070 (V) 407-623-1185 (TTY)

Florida Public Service Commission (FPSC)

The FPSC regulates Florida's utilities and is responsible for overseeing TASA. If you have a problem or question, you can call or write the FPSC for assistance.

TO CALL THE FPSC, dial 1-800-342-3552 (Voice) menu only. TTY users must call through Florida Relay using the same number. Once the menu starts, ask the relay operator (OPR) to press the number 2. Then wait for a person to answer your call to start your conversation.

IF WRITING, mail to:
FPSC, 2540 Shumard Oak Blvd.,
Tallahassee, FL 32399
Fax: 1-800-511-0809
FPSC home page: www.floridapsc.com
Or you can email the FPSC at
contact@psc.state.fl.us

From the Office

Message from the Executive Director



During the fiscal year 2003/2004, FTRI served over 32,000 new clients with the total number of services exceeding 61,000 clients, and distribution of more than 69,000 units of equipment. We've also begun distribution of the new CapTel telephone with more than 1,100 individuals receiving this specialized equipment.

Also during the past year, FTRI has expanded to include two new regional distribution centers (RDCs), one located in Gainesville with the other located in Tamarac. By expanding in those two locations, we believe that our services will be more readily accessible to those that live in the surrounding areas.

Since the inception of the FTRI program in 1991, over 330,000 Floridians have received some type of specialized telephone. Maintenance of the telephones continues to play a vital part of the FTRI program.

We continue to work closely with our statewide RDC contacts by providing them with ongoing training, support and the resources necessary to provide you quality service. In addition, the RDCs are collaborating with FTRI to recruit businesses to become Relay Friendly partners. With over 2,000 businesses already signed up as partners and listed on the FTRI website, we are aspiring to increase that number to 3,000 during the coming fiscal year, but we need your help.

I'm asking that you please let us know of any businesses in your area that you think should become a Relay Friendly partner. Call our office and give us the business contact information so we can contact them for you, or tell your local businesses to check out the FTRI website (www.ftri.org) for this valuable information. And the best thing is that they can sign up at **no charge**.

Finally, I wish to thank each one of you that worked with us during the past years to make the FTRI program a success. Working together we can make a difference in someone's life.

—James Forstall

New Clients

If you have chosen to have your equipment sent by mail, please allow 4-6 weeks for delivery. All equipment is shipped directly from the manufacturer and requires a substantial amount of time to process and ship. We ask that you please be patient while equipment is being shipped. Should you not receive the equipment after six weeks, please contact our main office in Tallahassee.

IMPORTANT - Keep TTY for Emergency Use

If you have a videophone (VP-100/D-Link) or a pager, you should still have a TTY to dial 911. In the case of an emergency, such as the 2004 hurricane season, a TTY can be used when the power is out because it has a two-hour battery backup. A TTY will function on a regular analog phone line with no additional power needed. If you qualify and do not have a TTY, please contact FTRI to get one. Be sure to keep your TTY plugged in and in a place where it can be accessed by everyone.

Board of Directors

Ann Shelfer, *President*

Stan Greer, *Vice President*

Nancy Schnitzer, *Treasurer*

Cecil Bradley

Demetria Watts

Tom McCabe

James White

Mike Griffis

Doc Horton, *Legal Counsel*

James Forstall, *Executive Director*

Exchanging Outdated or Broken Equipment is Simple

If you have old or broken FTRI equipment, do not throw it away! Exchanging it is simple and there is absolutely **no cost** to you. There are two ways to exchange your equipment. First, you can visit the FTRI Regional Distribution Center nearest you. Simply take them your old equipment and they will give you new equipment that same day. The second way is to call FTRI's Main Office in Tallahassee at 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY) and tell them that you need to exchange your equipment. FTRI will pick up your old equipment and ship your new equipment through the mail at **no cost** to you.

FTRI Telephone and Other Equipment Boxes and Manuals

FTRI requests that you retain all telephone boxes and instruction manuals. Retaining this material will benefit you in the future if the equipment breaks and you need to return it or you need to refer back to the manual for additional information.

<http://www.ftri.org>



Florida Telecommunications FTRI Relay, Inc.

1820 E. Park Ave.
Suite 101
Tallahassee, FL 32301
1-800-222-3448 (Voice)
1-888-447-5620 (TTY)
Fax: (850) 656-6099



NON-PROFIT ORG
U.S. POSTAGE
PAID
Tallahassee, FL
MODERN MAILERS

Business Partners (continued from p. 5)

- North Miami
 - Jewish Community Services
- North Miami Beach
 - Abrams Berger, PA
 - South Florida Workforce - North Miami Beach One-Stop Career Center
- North Palm Beach
 - New Day Adult Care Center
- Oakland Park
 - Peer Center, Inc.
 - Telcom Solutions Group, Inc.
 - Treemont on the Park
- Ocala
 - Beltone
 - Camelot Chateau
 - Jackson Hewitt Tax Service
 - One-Stop Workforce Connection
 - One-Stop Workforce Connection-Central Florida Community College
 - One-Stop Workforce Connection-Community Technical and Adult Education Center
 - One Stop Workforce Connection-Gaitway Plaza
 - Rhodes Auto Body
 - Vocational Rehabilitation
- Opa Locka
 - South Florida Workforce - Opa Locka Satellite Center
- Orange Park
 - Worksource
- Orlando
 - Adult Day Center
 - BP Connect
 - CRIME Line
 - God's Hands Agency, Inc.
 - Insight to Learning, Inc.
 - Kidz R 4 Uz
 - Office of Disability Determinations
 - University of Central FL Alumni Association
- Palatka
 - Worksource
- Palm Bay
 - Frank P. Filiberto
- Palm Harbor
 - BNW Roofing, Inc.
 - Calypso Bay Tanning Co.
 - Century 21 Westbay Properties
 - Fantastic Sams
 - Flagship Sailing, Inc.
 - Kathleen Hall Photography
 - Mannetech, Inc.
 - Palm Harbor Community Activity Center
 - Pit Boss Bar-B-Q
 - Positive Reflections, Inc.
 - Shutt Chiropractic Center, LLC
- Pembroke Park
 - Florida Nonprofit Coalition
 - Sharlene's Angels on Earth, Inc
- Pembroke Pines
 - Audiology Hearing Center of South Broward
 - Century Village Medical Center
 - Memorial Hospital West
- Pensacola
 - All Florida Hearing Aid Center, Inc.
 - Bayview Senior Center
 - Cobb Center-congregate meal site
 - Council on Aging congregate meal site-Bayview Senior Center
 - Dr. Jack W. Lurton, Jr.
 - Ensley Church of the Nazarene
 - Felix Miga Senior Citizens Center-congregate meal site
 - Greater Little Rock Baptist Church
 - Landrum Staffing Services
 - Louis B. Fowler, Jr. MD
 - Michael V. Riesberg, M.D.
 - Pain Consultants of West FL
 - Pensacola Opera
 - Pensacola Retirement Village-congregate meal site
 - Professional Hearing Center and Advanced Audiology, Inc.
 - Warrington United Methodist Church-congregate meal site
 - Wesley Scott Place-congregate meal site
 - West Florida Rehabilitation Institute
- Pinellas Park
 - A Speech, Hearing and Stress Clinic, Inc.
 - Bayada Nurses
 - Community Health Centers at Pinellas Park
 - Family Center on Deafness
 - Pinellas Park Public Library
- Plantation
 - American Express Financial Advisors
 - Park Row Printing
 - Schwartz Family Home Care
 - Westside Regional Medical Center
- Pompano Beach
 - HearMax USA
 - John Knox Village
 - Our Lady of Mercy Catholic Church
- Port Richey
 - Atlantic Mortgage Loans, Inc.
 - Elite Respiratory and Medical Supply, Inc.
 - Fantastic Five, Inc.
 - Fantastic Five, Inc. (Servpro of West Pasco)
 - Hurricane Bay
 - Jewels-N-Time
 - JNB Community Resource Center
- Port St. Lucie
 - Best Price Cruises
 - Council on Aging of St. Lucie, Inc.
 - Tampa Bay Academy
- Riverview
 - Brevard Achievement Center
- Ruskin
 - The Hearing Care Center
- Sarasota
 - Arne Carlson Insurance Agency
 - Doctors Hearing Center
 - Hearing Aid & Speech Systems
 - Hearing Aids of Sarasota
 - Krown FLA
 - Leggett Medical Group
 - Purmort & Martin Insurance Agency, LLC
 - Sarasota Hearing Center
- Sebring
 - Lake County Elementary
 - Lake Placid Elementary
 - Lake Placid High School
 - Lake Placid Middle School
 - Park Elementary
 - Sebring High School
 - Sebring Middle School
 - Sun 'N Lake Elementary
 - Woodlawn Elementary
- Seffner
 - Seffner Public Library
- Seminole
 - Seminole Beltone
- Silver Springs
 - Birnbaum Interpreting Services
- South Miami
 - Ear-Nose-Throat/Robert E. Pickard
- Spring Hill
 - Dr. Jimmy Edmono
 - Mrs. Mobility
 - Raymond James Financial Services, Inc.
 - United Way of Hernando County
- St. Augustine
 - Herbie Wiles Insurance
 - Worksource
 - Paradise
- St. Petersburg
 - Broadwater Hearing Care
 - Bon Secours Place of St. Petersburg
 - Children's Medical Services
- Stuart
 - Mark Brechbill, CPA
 - Martin County General Services
 - Morgan Stanley, Inc.
 - Treasure Coast Realty-GMAC Real Estate
 - United Way of Martin County, Inc.
- Sun City Center
 - Audiology & Hearing Aids
 - Fit Feet For Life
- Sunrise
 - Alliance for Families with Deaf Children
 - Chem Dry Hal
 - H & L Rosen Associates, Inc.
 - HCR Manor - Heartland
 - L.A. Fitness
 - Nations Mortgage
 - Vista Health Care - Long Term
- Tallahassee
 - Audiology Associates of N. Florida
 - Beltone Hearing Centers
 - FFAST, Inc.
 - Florida Association of Insurance Agents
 - Florida Department of Elder Affairs
 - Florida Hospital Association
 - Florida Legislature - Office of the Public Counsel
 - Forms Management, Inc.
 - FSU Center for Autism and Related Disabilities
 - Graphateria
 - Home Instead Senior Care
 - Kraft Motorcars
 - North Florida Hearing Center
 - T-Mobile
 - Tallahassee Diagnostic Imaging
 - Tallahassee Senior Center
 - The Car Lot
 - The Family Café, Inc.
 - The Sketchley Law Firm
 - Treasure House of Fine Art
 - Unemployment Appeals Office Agency for Workforce Innovations
- Tamarac
 - Custom Fit O & P Services, Inc.
 - Dependable Medical Supply, Inc.
 - Dr. Leo International, Inc.
 - Mayfair Barber Shop
 - MOR Printing, Inc.
 - South Florida Chambers of Commerce
 - Success Unlimited
 - Warron's Casting Service
- Tampa
 - Audiology Associates of N. Florida - Tampa
 - Bond Engineering, Inc.
 - Carrollwood Hearing Care Center
 - Jan Platt Public Library
 - Jimmie B. Keel Public Library
 - John F. Germany Public Library
 - John Knox Village
 - Just Right Massage Therapy
 - North Tampa Library
 - Self Reliance, Inc.
 - Sweetbay Supermarket
 - Tampa Baptist Deaf Church
 - US Dept of Housing & Urban Development-Tampa Field Office
- Tarpon Springs
 - Community Health Centers at Tarpon Springs
 - K & Sons Auto Service
 - Lifetime Aluminum Products, Inc.
 - Sunrise Elevator
- Tavares
 - Dr. Cristina Soto
 - Lake County Hearing
 - Lake Pharmacy-Tavares
 - Sun Cycle
- Temple Terrace
 - Temple Terrace Public Library
- Titusville
 - A-1 Locksmith
- Wesley Chapel
 - Wesley Chapel Chiropractic
- West Melbourne
 - Absolute Water Treatment, Inc.
 - Dan Odom Insurance Agency - State Farm
- West Palm Beach
 - ACC - Alzheimer's Community Care
 - Audiology and Speech Pathology, Inc.
 - Centro Medico Latino Americano
 - Connections Unlimited
 - FDN Communications
 - Gorbato & Associates
 - Gulfstream Goodwill Industries
 - International Title Co.
 - Palm Beach County - Division of Senior Services
- Weston
 - South Florida ENT Associates
- Winter Park
 - Community Care for the Elderly
 - Housing Resource Development Corporation
 - Orange County Fire & Rescue
 - West Orange Speech Pathologists, Inc.
- Zephyrhills
 - Cares Zephyrhills Community Center
 - The Hearing Aid Center